

Element Performance Inspection (EPI)

4.2.5 Training of Dispatchers (OP)

Purpose of this Element (Air Carrier's responsibility):

To ensure that its dispatchers are properly trained.

Objective (FAA responsibility):

To determine that aircraft dispatchers are trained in accordance with the Air Carrier's approved training program.

Specific Instructions for this EPI:

To accomplish this EPI, the inspector will need to observe part or all of the curriculum segments of the FAA approved training program for dispatchers listed below. The Principal Inspector (PI) should request that the activities take place at certain locations or involve specific training modules, and may give instructions for the completion of this EPI by a specific date.

- *Basic indoctrination training*
- *Initial and transition training*
- *Emergency training, including hands-on drills*
- *Differences training*
- *Security and hazardous materials training*
- *Recurrent training*
- *Requalification training*

The inspector should ensure all aspects of the training program are covered including manuals, lesson plans, mock-ups, training devices, facilities, etc. Besides reviewing the training program, other documentation to review should include training records and Operations Specifications (specifically Part A for deviations to training requirements).

Question 1.1. An answer of "Yes" would indicate that the observed training, conducted in accordance with an approved training program, was satisfactory. The inspector should select the 'YES' button for the specific question and in the pop-up box enter the name of the observed modules (listed above).

Related EPIs:

- 3.1.3 Airmen Duties / Flight Deck Procedures (OP)
- 3.1.9 Aircraft Performance Operating Limitations (OP)
- 3.1.10 Lower Landing Minimums (LLM) (OP)
- 4.2.7 Training of Check Airmen and Instructors (OP)
- 4.2.9 Outsource Crew Training (OP)
- 4.2.10 Aircrew Designated Examiner (ADE) Program (OP)

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To meet this objective, the inspector will accomplish the following tasks (at the inspection locations where applicable):

1. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this EPI.
2. Review the associated SAI, with emphasis on the Controls Attribute section.
3. Review the approved Aircraft Dispatcher Training program.
4. Discuss the Dispatcher Training program with the instructors, dispatchers, and other appropriate personnel.
5. Observe and assess the Training of Aircraft Dispatchers.
6. Review Aircraft Dispatcher training records.

To meet this objective, the inspector will record answers to the following questions:

1. Were the following performance measures met:

<i>1.1 Training is conducted in accordance with the approved training program.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.2 Instructors are following the lesson plan for the appropriate curriculum segment.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.3 Instructors are trained and knowledgeable in the Air Carrier's approved training program.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.4 Instructors maintain appropriate records in accordance with the approved training program.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.5 The proficiency of dispatchers is evaluated through appropriate testing and checking.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
2. Were the policies and procedures for Training of Dispatchers followed?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
3. Were the identified controls for Training of Dispatchers followed?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
4. Did records comply with the Air Carrier's Training of Dispatchers policies and procedures?	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:

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SUPPLEMENTAL INFORMATION

SRRs:

- 14 CFR 121.401 (a-e), “Training program: General.”
- 14 CFR 121.403 (a, b), “Training program: Curriculum.”
- 14 CFR 121.404, “Compliance dates: Crew and dispatcher resource management training.”
- 14 CFR 121.405 (a-e), “Training program and revision: Initial and final approval.”
- 14 CFR 121.415 (a, c), “Crewmember and dispatcher training requirements.”
- 14 CFR 121.418 (a), “Differences training: Crewmembers and dispatchers.”
- 14 CFR 121.422 (a, c), “Aircraft dispatchers: Initial and transition ground training.”
- 14 CFR 121.427 (a-c), “Recurrent training.”
- 14 CFR 121.429 (a), “Prohibited drugs.”

Other CFRs and FAA Guidance:

- 14 CFR 121.400, “Applicability and terms used.”
- 14 CFR 121.406, “Credit for previous CRM/DRM training.”
- FAA Order 8400.10, Vol. 3, Chap. 5, “Aircraft Dispatcher Training and Qualification Programs.”
- FAA Order 8400.10, Vol. 3, Chap. 6, Sect. 1: 1149, “Aircraft Dispatchers.”
- Refer to Advisory Circulars using a search engine (such as ATP Navigator or Summit).